

Joint Agency Quality Assurance Plan

Significant Summary Report

Fiscal Year 2011

In 2004, the Joint Agency Quality Assurance Plan (JAQAP) was developed in partnership with U.S. Customs and Border Protection (CBP) and the Animal and Plant Health Inspection Service (APHIS). High expectations were set for both CBP and APHIS in efforts to protect America's agriculture resources while safeguarding against terrorism and terrorist weapons. The Government Accountability Office and Department of Homeland Security, Office of Inspector General, Audits of Customs and Border Protection Agriculture Inspection Activities have concluded: "The JAQAP team reviews have continuously focused on improvement of the agriculture inspection activity at Ports of Entry". These reviews provide on-going monitoring and objective assessment of the implementation of policies and procedures pertinent to agricultural procedures. The purpose of the review is to use CBP/APHIS recommendations to improve the overall agricultural operations of the port.

Significant issues are finding(s) by the review team that are considered; 1) quality initiatives that may be implemented at other ports; or 2) deficiencies that warrant immediate attention. For reviews conducted during the Fiscal Year 2011, the following were considered significant:

Field Office	Review: Port of Entry	Review Dates	Significant Issues
Laredo, TX	Laredo Land Border	January 31-February 3, 2011	<ul style="list-style-type: none"> The public awareness and outreach activities organized by the Pest Risk Committee are excellent. 65% of CBPOs have been trained in the Southern Border Agriculture Procedures training.
San Juan	Airport and Maritime	March 7-11, 2011	<ul style="list-style-type: none"> CBP Officers (CBPOs) trained in Agriculture Procedures. CBP Agriculture Specialists (CBPAS) received formal training Automated Targeting System (ATS). Safety and health issues within the CBP inspection area at the USDA Plant Inspection Station (PIS) facility were observed.
Los Angeles	Airport and International Mail	April 4-8, 2011	<ul style="list-style-type: none"> Poor progress with mandatory Agriculture Procedures cross-training of CBP Officers (CBPOs). Communication between USDA/PPQ/SITC and CBP needs improvement. Data collection is improved with the development of automated or semi-automated locally developed data bases.

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Tampa	Orlando, FL	May 9-13, 2011	<ul style="list-style-type: none"> Poor progress with cross-training of CBP Officers (CBPOs) in Agriculture Airport Procedures training. Inadequate kennel facilities available for the K-9 (Agriculture or Narcotics).
Tampa	Sanford, FL	May 9-13, 2011	<ul style="list-style-type: none"> Some progress with cross-training of CBP Officers (CBPOs) in Agriculture Airport Procedures training.
Tampa	Tampa, FL	May 9-13, 2011	<ul style="list-style-type: none"> Poor progress with cross-training of CBP Officers (CBPOs) in Agriculture Maritime and Airport Procedures training. CBP Agriculture Specialist (CBPAS) received training in the use of the Automated Targeting System.
Seattle	Airport and Maritime	June 20-24, 2011	<ul style="list-style-type: none"> Excellent progress with cross-training of CBP Officers (CBPOs) in Agriculture Procedures Training. CBPAS received training in the use of the Advanced Targeting System. The AQIM sample selection process for the air passenger pathway should be considered for nationwide implementation.
Pre-Clearance	Vancouver, CN	June 23-25, 2011	<ul style="list-style-type: none"> Agriculture Quarantine Inspecting Monitoring (AQIM) does not follow protocol. The port began implementation of corrective actions during the review.
San Francisco	Airport, Maritime and International Mail	October 24-28, 2011	<ul style="list-style-type: none"> Developed an informative Noxious Weed Seed (NWS) poster. Local Plant Inspection Policy regarding Cargo Release Authority (CRA) is more restrictive than National Identification Service policy on CRA.
Miami	Airport	November 14-18, 2011	<ul style="list-style-type: none"> Poor progress with mandatory cross-training of CBP Officers (CBPOs). Required training for CBP Agriculture Specialists (CBPAS) is not complete. The Port does not follow national policy for the issuance of Emergency Action Notifications (EANs). Developed an excellent quality control process for the collection, verification and entry of Work Accomplishment Data System (WADS) data.